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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/670,864	09/27/2000	Kenneth Jordan	112025-0420	8292

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EXAMINER
LE, KAREN L

ART UNIT	PAPER NUMBER
2642	

DATE MAILED: 02/14/2003

Please find below and/or attached an Office communication concerning this application or proceeding.

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Office Action Summary	Application No.	Applicant(s)
	09/670,864	JORDAN ET AL.
	Examiner	Art Unit
	Karen Le	2642

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --
Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133).
- Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

1) Responsive to communication(s) filed on 27 September 2000.

2a) This action is **FINAL**. 2b) This action is non-final.

3) Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

4) Claim(s) 1-32 is/are pending in the application.

4a) Of the above claim(s) _____ is/are withdrawn from consideration.

5) Claim(s) _____ is/are allowed.

6) Claim(s) 1-32 is/are rejected.

7) Claim(s) _____ is/are objected to.

8) Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

9) The specification is objected to by the Examiner.

10) The drawing(s) filed on _____ is/are: a) accepted or b) objected to by the Examiner.

Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).

11) The proposed drawing correction filed on _____ is: a) approved b) disapproved by the Examiner.

If approved, corrected drawings are required in reply to this Office action.

12) The oath or declaration is objected to by the Examiner.

Priority under 35 U.S.C. §§ 119 and 120

13) Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).

a) All b) Some * c) None of:

1. Certified copies of the priority documents have been received.

2. Certified copies of the priority documents have been received in Application No. _____.

3. Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

14) Acknowledgment is made of a claim for domestic priority under 35 U.S.C. § 119(e) (to a provisional application).

a) The translation of the foreign language provisional application has been received.

15) Acknowledgment is made of a claim for domestic priority under 35 U.S.C. §§ 120 and/or 121.

Attachment(s)

1) Notice of References Cited (PTO-892)

2) Notice of Draftsperson's Patent Drawing Review (PTO-948)

3) Information Disclosure Statement(s) (PTO-1449) Paper No(s) 2.

4) Interview Summary (PTO-413) Paper No(s). _____.

5) Notice of Informal Patent Application (PTO-152)

6) Other: _____.

DETAILED ACTION

Claim Rejections - 35 USC § 102

1. The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that form the basis for the rejections under this section made in this Office action:

A person shall be entitled to a patent unless –

(b) the invention was patented or described in a printed publication in this or a foreign country or in public use or on sale in this country, more than one year prior to the date of application for patent in the United States.

2. Claims 1-32 are rejected under 35 U.S.C. 102(b) as being anticipated by Maloney et al. (U.S. 5,684,870).

Regarding claims 1, 9, 17 and 25 Maloney teaches a call management method, apparatus, system and computer-readable memory implemented using a call routing engine (Fig. 2, item 58 and C3 in item 54), the method comprising: receiving at the engine a first call management message (Fig. 5, item 114) for causing the engine to initiate establishment of one of a first connection and a second connection, the first connection being via a public network (Fig. 4, item 84) and also being between one called device (Fig. 5, CSR's workstation of block 132) and a calling device (Fig. 2, item 12), the second connection being via the network and also being among the calling device (Fig. 2, item 12), the one called device (Fig. 5, CSR's workstation of block 132), and another called device (Fig. 5, CSR's workstation of block 104), the calling device being previously connected to the another called device via the network prior to receipt of the message at the engine; and issuing from the engine, in response to the receipt of the first call management message at the engine, a second call management message (Fig. 5, steps 116-126) specifying a DTMF sequence for provision to the network to cause the network to initiate the

establishment of the one of the first connection and the second connection (Col. 7, lines 45-67; Col. 8, lines 1-24).

Regarding claims 2, 10, 18 and 26, Maloney further teaches a method according to claim 1, wherein the first call management message (Fig. 5, item 114) is issued from the another called device (Fig. 5, CSR's workstation of block 104) to the engine (Fig. 2, item 58 and C3 in item 54).

Regarding claims 3, 11, 19 and 27, Maloney further teaches a method according to claim 1, further comprising: receiving at the another called device (Fig. 5, CSR's workstation of block 104) the second call management message (step 116-126); and in response receipt of the second call management message at the another called device, providing from the another called device to the network the DTMF sequence.

Regarding claims 4, 12, 20, and 28, Maloney further teaches a method according to claim 3, wherein the DTMF sequence is provided to the network from the another called device via a third connection that existed, via the network (Fig. 4, item 84), between the another called device (Fig. 5, CSR's workstation of block 104) and the calling device (Fig. 2, item 12) prior to the receipt of the first call management message at the engine.

Regarding claims 5, 13, 21, and 29, Maloney further teaches a method according to claim 1, wherein the first connection is for facilitating a call transfer operation (Connection between

Calling party, item 12 of figure 2, and the one called device, CSR's work station of item 132 in figure 5).

Regarding claims 6, 14, 22, and 30, Maloney further teaches a method according to claim 1, wherein the second connection is for facilitating a call conferencing operation (Connection among Calling party, item 12 of figure 2; the one called device, CSR's work station of item 132 in figure 5; and another called device, CSR's work station of item 104 in figure 5).

Regarding claims 7, 15, 23 and 31, Maloney further teaches a method according to claim 1, wherein the one called device and the another called device each comprise a respective ACD (Fig. 4, items 50 and 71), and the network is a public switched telephone network (Fig. 4, item 84).

Regarding claims 8, 16, 24 and 32, Maloney further teaches a method according to claim 4, further comprising: in response to the receipt of the second call management message at the another called device, terminating the third connection (Fig. 5, item 144).

Conclusion

3. Any response to this action should be mailed to:

Commissioner of Patents and Trademarks
Washington, D.C. 20231

Or faxed to:

Hand-delivered responses should be brought to
Crystal Park II, Sixth Floor (Receptionist)
2121 Crystal Drive
Arlington, VA 22202

4. Any inquiry concerning this communication or earlier communications from the examiner should be directed to Karen Le whose telephone number is 703-308-4998. The examiner can normally be reached on Monday - Friday from 8:30 A.M. to 5:00 P.M.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Ahmad Matar, can be reached on (703) 305-4731. The fax phone number for the organization where this application or proceeding is assigned is 703-872-9314.

Any inquiry of a general nature or relating to the status of this application or proceeding should be directed to the receptionist whose telephone number is 703-305-4750.

Karen Le
KLL
February 7, 2003



AHMAD F. MATAR
SUPERVISORY PATENT EXAMINER
TECHNOLOGY CENTER 2700